

**SUBJECT: Special Open Enrollment Period - Keystone Health Plan East (Code ED)**  
**Sent: Friday, 13 Dec 02**

The purpose of this E-mail is to advise you that effective 1 Jul 03, the Keystone Health Plan East (KHPE), enrollment code "ED," will cancel their provider contracts in the New Jersey counties of Atlantic, Bergen, Essex, Cumberland, Cape May, Hudson, Middlesex, Monmouth, Morris, Ocean, Passaic, and Somerset. Our records indicate you have employees enrolled in this plan or employees who have made a Federal Employees Health Benefits (FEHB) Open Season election to this plan.

The Office of Personnel Management (OPM) in their Benefits Administration Letter (BAL) Number 02-212 dated 10 Dec 02, authorized a special open enrollment period to provide affected employees an opportunity to change their enrollment to another participating plan. The opportunity to change plans begins immediately and will continue through 10 Jan 03. The effective date of all enrollment changes will be 12 Jan 03.

BEST notified each affected employee by mailing them a personal letter and instructions on "How to Access the BEST Telephone Automated System" to their home address (copies attached).

If your staff receive inquiries regarding the "special open enrollment," please direct employees to the toll-free BEST telephone number, 1-800-997-2378.

As always, we appreciate your support.

**Chief, Special Operations Division**  
**Air Force Personnel Center**

MEMORANDUM FOR EMPLOYEES CURRENTLY ENROLLED IN KEYSTONE HEALTH  
PLAN EAST (KHPE), CODE "ED"

FROM: HQ AFPC/DPCMB  
550 C Street West Suite 57  
Randolph AFB TX 78150-4759

SUBJECT: Opportunity for Certain KHPE Enrollees to Change Enrollment

Our records reflect you are currently enrolled or have a projected open season election in the Keystone Health Plan East, Enrollment Code "ED." KHPE will cancel their provider contracts in the New Jersey counties of Atlantic, Bergen, Essex, Cumberland, Cape May, Hudson, Middlesex, Monmouth, Morris, Ocean, Passaic, and Somerset effective 1 Jul 03.

The Office of Personnel Management (OPM) authorized a special open enrollment period to provide affected employees an opportunity to change their enrollment to another participating plan. The opportunity to change plans begins immediately and will continue through 10 Jan 03. If you decide to elect a new plan, your coverage will be effective 12 Jan 03. If you are one of the employees affected and choose not to select a new plan you will no longer have access to providers in the above-mentioned counties of New Jersey, except for emergency care and for services such as previously scheduled procedures, second and third trimester pregnancies, and other continuity of care situations, effective 1 Jul 03.

You may obtain copies of the 2003 Federal Employee Health Benefits (FEHB) Guide and health plan brochures from the OPM's web site at <http://www.opm.gov/insure>. The FEHB Guide contains a comparison chart that provides general information about each plan and shows the biweekly premium rates. Do not rely solely on the FEHB Guide when deciding to enroll in a specific plan, but consult the plan's brochure for a complete description of benefits.

To make an election, you will need the enrollment code of the plan you have selected, and if your enrollment is for self and family coverage, you will need each eligible family member's social security number, date of birth, and zip code. In addition, if you, your spouse, or other family members have any other group health insurance other than the FEHB plan you are enrolling in, please have the name of the group health insurance and the policy holder of the plan available.

You will make your FEHB change in enrollment through the Benefits and Entitlements Service Team (BEST) automated system by telephone. To make this change in enrollment you will need to speak to a Benefits Counselor. For your convenience, attached are instructions on "How to Access the Benefits and Entitlements Telephone Automated System." Please call our toll-free BEST telephone number at 1-800-997-BEST (2378). Once you have cleared the personal identification number and telephone verification modules, press "1" for health benefits and then "0" to transfer to a Benefits Counselor. Effective 16 Dec 02, Benefits Counselors are available Monday through Friday, 7:00 a.m. to 6:00 p.m. Central Standard Time.

MARIA F. MOLLY  
Chief, Benefits and Entitlements Branch  
Special Operations Division  
Directorate of Civilian Personnel Operations

Attachment:  
How to Access the BEST Telephone Automated System



## *How to Access the Benefits and Entitlements Telephone Automated System*

Updated 16 Dec 02

### **To use the BEST phone system:**

- **Dial 1-800-997-2378 (or commercial 527-2378 if calling within the San Antonio, Texas area).** If calling from outside the United States, you will dial a toll-free direct access number for the country you are calling from. This number may be obtained from your servicing Civilian Personnel Flight (CPF). If you are hearing impaired, you may use our web system or contact a Benefits Counselor as instructed below.
- **Press "2" to access the Benefits and Entitlements services system.**
- **Press "1" for current Air Force-serviced employees.**
- **Press "1" to enter your social security number and PIN; Press "2" if you have forgotten your PIN.**

-- If you press 1, the system will ask you to enter your social security number and PIN. Listen carefully, the system will tell you if it's looking for a four-digit or six-digit PIN. The *first* time you access the automated system, your PIN will be a four-digit number equivalent to your month and year of birth, for example, June 1960 will be 0660. The system will then require you to change your PIN to a six-digit number of your choice, as long as it meets the DoD security guidelines listed below. This six-digit PIN will be your PIN for both the BEST phone and EBIS web systems, unless you change it. If this is not your first time accessing the automated system, your PIN should be a six-digit number that you personally selected.

-- If you press 2, the system will allow you to reset your PIN to a new six-digit numeric code of your choice, after you provide the following information which can be obtained from your most recent Leave and Earnings Statement (LES) or SF-50 (Notification of Personnel Action): your social security number, date of birth, service computation date for leave, civilian pay plan, grade, and step. Once the system verifies this information, it will ask you to input a new six-digit number that complies with the following DoD security guidelines: your PIN must be a combination of numbers that are not easily identifiable, thus, it cannot repeat the same number, cannot equal the first or last six digits of your social security number, cannot equal your date of birth or service computation date for leave, and cannot include any single number repeated three or more times. If your PIN meets these guidelines, you will be prompted to enter your six-digit PIN again. If both entries match, you will hear "Your PIN has been changed."

- **The system will then voice the duty phone number on file for you. If it is correct, press 1, otherwise press 2.** (Overseas employees should exclude their country code.)
- **Once you have cleared the PIN and telephone verification modules,** you will be at the main menu where you will select the program area related to your question. Press 1 for Federal Employees Health Benefits (FEHB), 2 for Retirement, 3 for Thrift Savings Plan (TSP), 4 for Federal Employees Group Life Insurance (FGLI), 6 to request a Faxed Document, or 9 to Exit the system.

**If you need to speak to a Benefits Counselor,** call the BEST telephone system and enter your SSN and PIN. When you reach the main menu, press the number for the program area relating to your question, and then press "0" to be transferred to a counselor.

**Hearing impaired** employees with access to Telecommunications Device for the Deaf (TDD) equipment may reach a Benefits Counselor by calling our TDD number: 1-800-382-0893 (or commercial 565-2276 if calling within the San Antonio area). If located overseas, you will dial a toll-free direct access TDD number, which you can get from your CPF.

Benefits Counselors are available Monday - Friday, 7 a.m. - 6 p.m. Central Standard Time (CST).

***If you are unable to access the phone system, please notify your servicing Civilian Personnel Flight.***